

WHAT IS CLAIMED IS:

1       1. A method of providing a network communication  
2 status description based on user characteristics, the method  
3 comprising:

4            receiving a status indication from a first networked  
5 computer in response to a user's request for information;

6            determining one or more characteristics of the user  
7 who issued the request; and

8            providing a status description corresponding to the  
9 received status and the determined user characteristics.

1       2. The method of claim 1, further comprising  
2 transmitting the status description to a second networked  
3 computer.

1       3. The method of claim 1, wherein the status  
2 indication comprises an indication of the success or failure  
3 of the user's request.

1       4. The method of claim 1, wherein the status  
2 indication comprises a status code.

1       5. The method of claim 4, wherein the status code  
2 comprises an HTTP (HyperText Transfer Protocol) status code.

1       6. The method of claim 1, wherein the one or more  
2 characteristics comprise technical proficiency.

1                   7. The method of claim 6, wherein the determining  
2 the one or more characteristics comprises inferring a level  
3 of technical proficiency.

1                   8. The method of claim 7, wherein inferring a level  
2 of technical proficiency comprises inferring a level of  
3 technical proficiency based on a user's previous request or  
4 requests for information.

1                   9. The method of claim 1, wherein the one or more  
2 characteristics comprise one or more preferred languages.

1                   10. The method of claim 9, wherein the determining  
2 the one or more characteristics of the user comprises  
3 inferring the preferred language.

1                   11. The method of claim 10, wherein inferring a  
2 preferred language comprises determining a user's address.

1                   12. The method of claim 10, wherein inferring a  
2 preferred language comprises determining an access number  
3 used by the user.

1                   13. The method of claim 1, wherein the status  
2 description comprises text.

1                   14. The method of claim 1, wherein the status  
2 description comprises speech.

1                   15. The method of claim 1, wherein the status  
2 description comprises at least one of the following:  
3 graphics, video, animation, sound, and instructions.

1 16. The method of claim 1, wherein the user's  
2 request comprises an HTTP request for a resource.

1                   17. The method of claim 1, wherein providing a  
2 status description comprises selecting a status description  
3 from a database of status descriptions.

1                   18. A method of providing a network communication  
2 status description based on user characteristics, the method  
3 comprising:

4 receiving an HTTP (HyperText Transfer Protocol)  
5 status code from a first networked computer in response to a  
6 user's HTTP request for a URL (Universal Resource Locator)  
7 provided by the first networked computer;

8 determining one or more characteristics of the user  
9 who issued the request;

0                selecting a status description from a database of  
1 status descriptions based on the received HTTP status code  
2 and the determined user characteristics; and

transmitting the status description to a second networked computer.

1                   19. The method of claim 18, wherein the one or more  
2 characteristics comprise user technical proficiency.

1           20. The method of claim 19, wherein the one or more  
2 characteristics comprise one or more preferred languages of  
3 the user.

1           21. A proxy for providing a network communication  
2 status description based on user characteristics, the proxy  
3 comprising:

4           means for receiving a status code from a first  
5 networked computer in response to a user's request for  
6 information;

7           means for determining one or more characteristics of  
8 the user who issued the request;

9           means for selecting a status description from a  
10 database of status descriptions based on the received status  
11 code and the determined user characteristics; and

12           means for transmitting the status description to a  
13 second networked computer.

1           22. The method of claim 21, wherein the one or more  
2 characteristics comprise user technical proficiency.

1           23. The method of claim 21, wherein the one or more  
2 characteristics comprise one or more preferred languages of  
3 the user.